Expedite

Nursing Home User Training
Welcome To Expedite

Paul McWhorter, Beneficiary Services Policy, Training & Operations Readiness Director
Micki Allen, Information Technology Training Coordinator

Expedite is Alabama Medicaid’s new Medicaid Application Web Portal. Expedite is designed to provide a simple interface for users to complete and submit an electronic application for Medicaid benefits online.

Using Expedite ensures immediate receipt of Medicaid applications by the Medicaid Agency which in turn benefits eligible applicants by securing their accrual date. Uploading supplemental forms and trailing documents within the Expedite System also guarantees that these items are received in a timely manner and will remain associated to the correct online application.
Getting Started

Access the Expedite web portal
1. Open your Web Browser (Internet Explorer, Mozilla, Firefox, Safari, Opera, Google Chrome, etc.) to the Medicaid.Alabama.gov site.
2. Click **Apply for Medicaid**.
3. Click **Expedite Application**.
4. Select **Expedite**
Register

Users new to the Expedite System must Register prior to using the site. Once the user registration has been approved, the Expedite System will generate a confirmation email.

1. Click Sign Up Now.
2. Completing the registration form.
   • Complete all registration fields.
   • An accessible, valid, and unique email address is required.
   • Enter the name of the Nursing Home Facility in the Company field.
   • Password must be at least 8 characters in length.
3. Read and check the box indicating you accept and agree to the statements and policies of this site.
4. Click Submit Registration.

NOTE: Keep in mind records are displayed according to the Registered User. Only those applications submitted by the current user are visible and/or searchable.
Once new users have registered and received a registration confirmation email, they can begin to use the Expedite System.

1. Navigate to the Expedite home page.
2. Enter User Name.
3. Enter Password.
4. Click Sign in.
Manage Your Account

Expedite users can manage their own user accounts (i.e. name change, phone change, etc.). Account management options are located beneath the user profile menu. Click the drop down arrow and select a task to perform.

<table>
<thead>
<tr>
<th>Manage Your Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>Users can update the following fields:</td>
</tr>
<tr>
<td>Name</td>
</tr>
<tr>
<td>Company</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Change Your Password</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expedite passwords must be at least 8 characters in length.</td>
</tr>
</tbody>
</table>
Application Process

The Expedite system is an online version of the Alabama Medicaid Application. The online application is designed in sections imitating to a great degree the printed application.

Users may select to be “guided” through the application using the Continue button at the bottom of a page OR navigate directly to a specific page using the Navigational Menu at the top of page. It’s important that applicants complete the entire application. Validation and conditional coding is in place within Expedite prohibiting the submission of an incomplete application.

The Online Medicaid Application process provides the ability to save an application for completion at a later date. Saving an application does not submit it to the Alabama Medicaid Agency. Once an application has been saved, the applicant (or sponsor) may return at any time to finish the application and submit it for processing.
Attachments

Some sections of the online Medicaid Application require the attachment of documents and forms (e.g. bank statements, deeds to assets, etc.). In order to attach the required forms and documents you must first scan the hard copies.

The Expedite system accepts only files that have been saved and/or scanned in PDF format. PDF files are secure and because of their smaller size, efficient for use with the Expedite System. The maximum file size for Expedite attachments is 2 MB.

1. Click Select Attachment.
2. Browse to locate PDF file.
3. Select the PDF File to attach.
   • It is preferable that common files be scanned as one document as size permits. For example, if you have 5 bank statements to attach, applicants may be able to scan the bank statements together and upload them as one document depending on file size outcome.
   • Verify all attached files are legible.
4. Select Insert.
Attachment Overview

1. Navigate to the Attachments section of Expedite.
2. Preview to verify each document belongs to the selected record, is complete, and is legible.

NOTE: You may continue to attach documents in the attachment area even after an application has been submitted.
Required Forms

Online Medicaid Applications must be accompanied by the following two forms:

1. Completed Form 202 Appointment of Representative Document assigning Appointment of Representative to the Nursing Home Facility submitting the online application.
2. Signed Agreement and Affirmation Signature Page.

Both of the required forms can be downloaded from the Expedite Site located on the Alabama Medicaid Website (Medicaid.Alabama.gov).

1. Download forms to desktop or other location.
2. Print forms.
3. Complete and sign forms.
4. Scan forms in PDF File Format.
5. Upload scanned forms by clicking the Select Attachment button located on the Expedite Sponsor, Legal, and Veteran Status page.

NOTE: Expedite will not allow applications to be submitted without the inclusion of these two documents.
Trailing Documents

Documents received after an online application has been submitted are referred to as **Trailing Documents** and must be uploaded within the Attachment Section.

1. Sign in to Expedite.
2. Navigate to the Attachment section of Expedite.
3. Click **Select Attachment**.
4. Locate and upload the trailing documents.
5. Preview to verify document belongs to selected record, is complete, and is legible.
Medicaid Action

Once an application has been submitted via the Expedite System, Medicaid Staff review the information and either Accept or Reject the submission.

- **Accept**
  
  If accepted, the application remains coded as processing and is moved to the next step in the eligibility determination process.

- **Reject**
  
  If rejected, the application is coded as incomplete within Expedite and must be edited as indicated in the “explanation” and resubmitted.
## Status Codes

The status code reflects the step an application is currently in within the application process.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saved</td>
<td>Application previously initiated but not submitted.</td>
</tr>
<tr>
<td>Submitted</td>
<td>Application submitted awaiting processing.</td>
</tr>
<tr>
<td>Processing</td>
<td>Application submitted and being processing.</td>
</tr>
<tr>
<td>Incomplete</td>
<td>Application returned following submission for updating and resubmission.</td>
</tr>
<tr>
<td>Accepted</td>
<td>Application accepted for eligibility consideration.</td>
</tr>
<tr>
<td>Rejected</td>
<td>Application rejected for eligibility consideration.</td>
</tr>
</tbody>
</table>
Editing an Application

Expedite Applications may only be edited by the submitting user. Submitting users may only edit an application when it is in either a “Saved” or “Incomplete” Status.

Edit View

Status Code = Saved, Incomplete

Read Only View

Status Code = Submitted, Processing, Accepted, Rejected